



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending June 30, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$5,765.00	\$4,058.00	\$1,517.00	\$11,340.00
B. Number of credits issued for repairs - 24 - 48 hours	79	86	38	203
C. Number of credits issued for repairs - 48 - 72 hours	75	66	29	170
D. Number of credits issued for repairs - 72 - 96 hours	39	67	13	119
E. Number of credits issued for repairs - 96 - 120 hours	38	45	13	96
F. Number of credits issued for repairs > 120 hours	40	19	7	66
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	328	337	317	982
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	3	10	29	42
C. Number of installations after 10 business days	0	1	7	8
D. Number of installations after 11 business days	0	0	6	6
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>April</b>	<b>June</b>	<b>June</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$500.00	\$400.00	\$550.00	\$1,450.00
B. Number of customers receiving credits	10	8	11	29
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	588	699	831	2,118

**Comments**